



County of Los Angeles  
**CHIEF EXECUTIVE OFFICE  
OPERATIONS CLUSTER**

SACHI A. HAMAI  
Chief Executive Officer

**DATE:** May 31, 2018  
**TIME:** 1:00 p.m. – 2:30 p.m.  
**LOCATION:** Kenneth Hahn Hall of Administration, Room 830

**AGENDA**

Members of the Public may address the Operations Cluster on any agenda item by submitting a written request prior to the meeting.  
Two (2) minutes are allowed for each item.

1. **Call to order / Introductions – Kieu-Anh King/Gevork Simdjian**
2. **Public Comment**  
(2 minutes each speaker)
3. **INFORMATIONAL ITEM(S):**  
(5 minutes total)
  - A) Board Letter:  
ESMA \$20 MIL AUGMENTATION  
ISD – Dave Wesolik, I.T. General Manager
  - B) Board Letter:  
MICROSOFT PREMIER \$3 MIL AUGMENTATION  
ISD – Dave Wesolik, I.T. General Manager
  - C) Board Letter:  
MASTER AGREEMENTS FOR THE PROVISION OF MUNICIPAL  
ADVISORY SERVICES  
TTC – Joe Kelly or designee
4. **PRESENTATION/DISCUSSION ITEMS:**
  - A) Board Letter:  
AMENDMENT TO AGREEMENT WITH TYLER TECHNOLOGIES, INC.  
FOR THE ELECTRONIC PERMITTING AND INSPECTIONS SYSTEM  
(10 minutes)  
FIRE – Richard Stillwagon, Battalion Chief; and  
DRP – Mark Remollino, CIO

- B) SOLE SOURCE NOTIFICATION DISCUSSION (10 minutes)  
CIO – William Kehoe, Chief Information Officer and  
Peter Loo, Chief Deputy Chief Information Officer

5. **Adjournment**

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## **FUTURE AGENDA TOPICS**

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**CALENDAR LOOKAHEAD:**

(5 minutes)

- A) Board Letter:  
COMPUTER AIDED DISPATCH (CAD) AND RECORDS MANAGEMENT  
SYSTEM (RMS) CONSULTING SERVICES  
LASD – Dean Gialamas, Division Director
- B) Board Memo:  
SOLE SOURCE AMENDMENT TO AGREEMENT NO. 77869 WITH  
MORPHOTRUST USA, INC. FOR LIVESCAN EQUIPMENT  
MAINTENANCE AND SUPPORT SERVICES  
LASD – Dean Gialamas, Division Director
- C) HP ENTERPRISES DISCUSSION  
LASD – Dean Gialamas, Division Director
- D) VSAP UPDATE:
- Board Letter: SOLE SOURCE - DIGITAL FOUNDRY AGREEMENT  
FOR TALLY
  - Board Letter: COMPETITIVE BID - SYSTEM INTEGRATOR VSAP
  - Board Letter: SOLE SOURCE AMENDMENT TO EXISTING  
AGREEMENT - VOTE BY MAIL
  - Voting Solutions for All People Update  
RR/CC – Dean Logan, Director or designee
- E) JOC Quarterly Update

**INTERNAL SERVICES DEPARTMENT  
ESMA FACT SHEET  
OPS CLUSTER: 5/31/18**

**CONTACT: ISD- CHRISTIE CARR, 323-267-3101, [CCARR@ISD.LACOUNTY.GOV](mailto:CCARR@ISD.LACOUNTY.GOV)**

**BACKGROUND:**

The purpose of ISD's Enterprise Services Master Agreement (ESMA) is to provide County departments with efficient and timely access to technology solutions via qualified technology contractors that compete for defined project work.

- Contract Owner: ISD. ESMA was approved by your Board for the Chief Information Officer (CIO) on February 9, 2016 and transferred to ISD on June 2, 2016.
- Initial term: Five years, expiring on February 9, 2021. The RFSQ has 2 one-year option years.
- Delegated authority: ESMA has no delegated authority.
- Year one costs: ESMA itself has no year one costs. Departments utilizing it are responsible for encumbering funds from their departmental budgets to pay for the consulting services
- Type of work: ESMA is a technology consulting services master agreement. ESMA has 6 categories:

1: IT Strategic Planning	2: Project Management	3: Requirements/Solicitation Assistance
4: Technical Consulting	5: Security Consulting	6: IT Transformation Services

ESMA has 37 qualified contractors including major IT vendors such as IBM/Adobe. ESMA work orders are competitively bid among qualified contractors within the selected category. ESMA's work order total for 2017 was \$7.4M.

- Ongoing Costs: ESMA has no ongoing agreement costs. Departments utilizing it are responsible for encumbering funds from their departmental budgets to pay for the consulting services.
- Ancillary project costs: There are no ancillary project costs such as ISD hosting etc.
- Contact: James Hall, Information Technology Consultant, 562.658.4611  
[jhall@isd.lacounty.gov](mailto:jhall@isd.lacounty.gov)

**SUMMARY:**

ESMA has a calendar year annual threshold of \$10M for the aggregate total of work orders that are funded from departmental budgets. Major software vendors have joined ESMA, increasing departmental activity dramatically. The request is to increase this annual threshold from the \$10M to \$30M. Departments continue to pay for their work orders from their departmental budgets.

- ESMA has executed work order valued at \$5M as of February 12, 2018. ESMA has an in-process work order value of \$3.5M that will be executed by March 31, 2018.
- The total first quarter work order value is estimated to \$8.5M against a \$10M annual threshold. The attached spreadsheet details the 2018 project summary and forecast.

- With \$1.5M left under the present \$10M threshold, ESMA will have little headroom for the remainder of 2018.
- ISD is also requesting approval to notify your Board when the annual threshold needs to be raised to avoid discontinuing executing work orders until the agenda approval process has completed.

**REQUEST:**

Based on the ESMA activity during the first quarter of 2018, ISD is requesting approval for:

- Approve the increase of the annual dollar threshold for the ESMA program by \$20 million dollars to an annual dollar threshold of \$30 million for calendar year 2018.
- Increase the annual dollar threshold to \$30 million for calendar year 2019, and the aggregate amount by up to 10 percent, and in any year thereafter, for the remaining term of the ESMA.



County of Los Angeles  
**INTERNAL SERVICES DEPARTMENT**

1100 North Eastern Avenue  
Los Angeles, California 90063

SCOTT MINNIX  
Director

*"Trusted Partner and Provider of Choice"*

Telephone: (323) 267-2101  
FAX: (323) 264-7135

June 19, 2018

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hall of Administration  
500 West Temple Street  
Los Angeles, California

Dear Supervisors:

**REQUEST TO CHANGE THE  
ANNUAL DOLLAR THRESHOLD FOR THE  
ENTERPRISE SERVICES MASTER AGREEMENT  
(ALL DISTRICTS – 3 VOTES)**

**SUBJECT**

Request for approval to change the annual dollar threshold for the Enterprise Services Master Agreement (ESMA) program by \$20 million for calendar year 2018, and increase the annual dollar threshold to \$30 million for calendar year 2019, and the aggregate amount by up to 10 percent, and in any year thereafter, for the remaining term of the ESMA.

**IT IS RECOMMENDED THAT THE BOARD:**

1. Approve the increase of the annual dollar threshold for the ESMA program by \$20 million dollars to an annual dollar threshold of \$30 million for calendar year 2018.
2. Increase the annual dollar threshold to \$30 million for calendar year 2019, and the aggregate amount by up to 10 percent, and in any year thereafter, for the remaining term of the ESMA.

**PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

The ESMA provides the County with a pool of prequalified contractors for highly technical, information technology (IT) related services in support of enterprise IT initiatives and implementation of County IT standards.

Departments have widely accepted the ESMA program as a contracting vehicle for short term IT project solutions where the County would not possess the capacity or expertise to accomplish.

Recommendation number one increases in the dollar threshold based on the forecasted work under the ESMA for calendar year 2018, as noted in attachment.

Recommendation number two increases the annual spending threshold to \$30 million and the aggregate amount by up to 10 percent for any additional or unforeseen services within the scope of the ESMA starting in calendar year 2019, and in any year thereafter, for the remaining term ESMA.

Expenditures under ESMA varies from year-to-year based on the needs of County departments, who are responsible for ensuring they have adequate funding in their operating budgets prior to requesting services under the EMSA..

For transparency and visibility, ISD will include ESMA expenditures with its quarterly report to your Board on ISD Master Agreement expenditures.

### **Implementation of Strategic Plan Goals**

The recommended action supports the County Strategic Plan – Goal III: Realize Tomorrow's Government Today, Strategy III.2, Embrace Digital Government for the Benefit of our Internal Customers and Communities: Ensure that each department maximizes the use of technology to raise awareness of available programs and services.

### **FISCAL IMPACT/FINANCING**

Expenditures under ESMA will vary from year to year based on the needs of ISD and County departments. Departments have the responsibility for ensuring they have adequate funding prior to requesting services under this Master Agreement. Funding for ESMA projects is included in the Fiscal Year 2017-18 adopted budget for ISD and County departments. Subsequent years' funding will be included in the departments' budget request for each annual term and any extensions. Expenditures over the term of the agreements in any given year will remain within each departments' budgeted appropriation for such services.

### **FACTS AND PROVISIONAL/LEGAL REQUIREMENTS**

ESMA contractors will not be asked to perform services which exceed the total sum, scope of work and dates specified in each individual Work Order (WO). ISD will continue

to notify your Board of any WO that exceeds \$300,000 prior to execution of the WO, or amendment, if applicable.

### **CONTRACTING PROCESS**

On October 8, 2015, the former Chief Information Office (CIO) released a Request for Statement of Qualifications (RFSQ) No. "CIO\_2015\_ESMA" for the ESMA, posting the solicitation and contracting opportunity announcement on the County's "Doing Business with Us" website. On March 29, 2016, your Board approved the redesign of the Chief Executive Office organizational structure which transferred ESMA from the CIO to ISD. On March 21, 2017, your Board approved Amendment One to the ESMA to address various matters related to ownership of intellectual property, limitations of liability and risk management, and certain administrative processes.

### **IMPACT ON CURRENT SERVICES (OR PROJECTS)**

Approval of the recommendations will ensure County departments receive the highly technical, short-term, cost-competitive IT services they require when they do not possess those needed skills in-house.

### **CONCLUSION**

The Executive Office of the Board, is requested to return one stamped Adopted Copy of the approved Board letter to ISD.

Respectfully submitted,

SCOTT MINNIX  
Director

SM:JS:MN:CC:ct

Attachment

c: Executive Officer, Board of Supervisors  
Chief Executive Officer  
Chief Operating Officer  
County Counsel

## Office of Strategic Sourcing ESMA New Projects Status Summary

Dept	Projects Underway	Task Description	Date Est.	WO \$ Est
ISD/CSB	DC1 / Depts Migration	Departmental data center consolidation into DC1	6/1/2018	\$ 725,000
ISD/CAB	Countywide Data Lake	Incorporate A-C's use case into the "data as a service" platform	6/1/2018	\$ 88,000
CEO	Enterprise Linkages Modernization	Automate information flow from 9 departments into central MDM	6/1/2018	\$ 300,000
DPR	Maximo 7.6 SaaS Implementation	Software upgrade to to department's facilities management system	6/1/2018	\$ 494,000
DHR	PMP Consultant Project	DHR investigation and electronic personnel records systems rollout	6/1/2018	\$ 490,000
DPSS	Oracle OBIEE Install / Config	Busines intelligence for Lagan Call Center and Cherwell applications	6/1/2018	\$ 300,000
DHR	ePR 2 Mgt Systems Rollout	Expansion of draft electronic personnel records pilot to countywide	6/1/2018	\$ 1,700,000
CISO	HIPAA Risk Assessment	HIPAA departments' site/system access risk assessment	6/15/2018	\$ 649,000
DPR	Document Process Mgt System	Integrate Documentum workflow with MS SharePoint Online	6/15/2018	\$ 286,110
ISD/CAB	Adobe AEM 6.3 Upgrade	Software upgrade to County Adobe eForm platform	6/30/2018	\$ 400,000
LASD	CWS Consulting PM Services	Modernization to Countywide Warrant System	6/30/2018	\$ 300,000
DMH	Resource Locator and Manager	Facility locator for crisis mental health treatment	6/30/2018	\$ 300,000
ISD	ePR 2 Backfile Scanning	Backfile scanning of 30 million departmental personnel records	6/30/2018	\$ 1,000,000
WDACS	Application Platform Migration	Migration of old departmental subsystems to modern technology	6/30/2018	\$ 725,000
DPSS	Intranet Portal Project	Upgrade to DPSS Portal	6/30/2018	\$ 300,000

1st Quarter Bookings from the above projects \$ 8,057,110

ACC	IT Assessment	Technologically Enhanced Service Model Assessment	7/30/2018	\$ 300,000
DPSS	Migration to Oracle BI	Oracle Hyperion Cloud Solution Installation and Configuration	7/30/2018	\$ 300,000
CEO/CISO	Security Test Services	Info Security Maturity Assessment, Perimeter Penetration Test	7/30/2018	\$ 300,000
Assessor	EDMS Infrastructure Services	Upgrade to Assessor's Documentum Infrastructure	7/30/2018	\$ 300,000
ISD/SSB	MPS II Project Assistance	Managed Print Services RFP and Print Environment Assessment	7/30/2018	\$ 900,000

2nd Quarter Bookings from the above projects \$ 2,100,000

From the 2018 Forecast Tab:

1st Qtr Actual:	\$5,943,002
2nd Qtr Estimate:	\$8,057,110
3rd Qtr Estimate:	\$7,850,000
4th Qtr Estimate:	\$7,900,000
2018 Total:	\$29,750,112

ESMA 2018 Annual Cap	\$ 10,000,000
Upcoming Bookings	\$ 10,157,110
Executed Bookings	\$ 6,428,002
2018 Estimated Bookings	\$ 16,585,112
Estimated Room Under Cap	\$ (6,585,112)



## Office of Strategic Sourcing ESMA 2018 Project Forecast Summary

### Second Quarter Forecast Section of 2018 Forecasts

WIP	\$8,057,110
Subtotal	\$8,057,110

### Third Quarter Forecast Section of 2018 Forecasts

WIP	\$2,100,000	
DPSS	\$400,000	Documentum \$200k, EDMA Integration: \$200k
ISD ITS	\$1,000,000	AWS CSB/SSB Projects: \$600k, OpenShift Web Platform: \$600k, DC1 eCloud integration
DHR	\$600,000	Appeals project upgrade: \$300k, future projects; \$300k
LASD	\$750,000	CWS Replacement: \$750k
Beaches	\$600,000	Maximo SaaS: \$600k
CIO	\$600,000	Enterprise Architect, Project management
CoCounsel	\$300,000	eDiscovery projects: \$300k
RR/CC	\$900,000	FAS RFP development: \$300k, FAS Replacement implementation: \$600k
Assorted WOs	\$600,000	
Subtotal	\$7,850,000	

### Fourth Quarter Forecast Section of 2018 Forecasts

DPSS	\$1,500,000	Salesforce: \$600k, Backfile Scanning \$300k, eBusiness Suite Upgrade: \$600,000
RR/CC	\$4,000,000	VSAP Tally: \$3m, Gartner: \$1M
Fire	\$600,000	Maximo SaaS: \$600k
CoCounsel	\$600,000	eDiscovery projects: \$300k, Penetration Testing: \$300k
CIO	\$300,000	Info Security program project
ISD ITS	\$300,000	Agile III: \$300k
Assorted WOs	\$600,000	
Subtotal	\$7,900,000	

## Office of Strategic Sourcing ESMA Executed Project Status Summary

Dept	Projects Executed	Fourth Quarter 2016	Executed	WO Amount	Contractor	Term
CIO	CISO EMS CO#1	Project completed	10/31/2016	\$ 222,600	Catapult	4/30/2017
RR/CC	VSAP Project	Project completed	11/29/2016	\$ 425,000	Gartner	6/1/2018
ISD/CSB	Data Center Migration	Contractor engaged	11/29/2016	\$ 295,000	Gartner	3/31/2018
Fourth quarter 2016 executed WOs				\$ 942,600		

Dept	Projects Executed	First Quarter 2017	Executed	WO Amount	Contractor	Term
DHR	Talent Mgt Assessment	Project completed	1/23/2017	\$ 200,000	Gartner	10/30/2017
CIO	CISO EMS CO#1	Project completed	3/9/2017	\$ 22,500	Catapult	4/30/2017
RR/CC	VSAP Project CO#1	Project completed	3/9/2017	\$ 125,000	Gartner	6/1/2018
LASD	Mugshot RFP	Contractor engaged	3/16/2107	\$ 133,000	MTG	3/1/2019
First quarter 2017 executed WOs				\$ 480,500		

Dept	Projects Executed	Second Quarter 2017	Executed	WO Amount	Contractor	Term
ITS/CAB	Documentum Project	Contractor engaged	4/20/2017	\$ 299,496	Nexlogica	7/30/2018
DHR	SPO Portal	Contractor engaged	6/14/2107	\$ 109,950	ShareSquared	3/14/2018
ITS/CAB	CAB Agile Training	Contractor engaged	4/20/2017	\$ 292,200	Vivantech	10/30/2017
ISD	CAB Data Lake	Project completed	6/26/2017	\$ 295,000	EVT	12/26/2017
DPR	SPO Portal	Contractor engaged	6/19/2017	\$ 249,810	Nexlogica	12/19/2017
DHR	ITMS Application	Contractor engaged	6/22/2017	\$ 1,366,200	Nexlogica	6/22/2019
DHR	eAppeals Phase 3	Contractor engaged	6/19/2017	\$ 264,200	Nexlogica	6/19/2019
Second quarter 2017 executed WOs				\$ 2,876,856		

Dept	Projects Executed	Third Quarter 2017	Executed	WO Amount	Contractor	Term
RR/CC	VSAP Project CO#2	Project completed	7/31/2107	\$ 995,000	Gartner	6/1/2018
ITS/CAB	Documentum CO#1	No cost time extension	9/20/2017	\$ -	Nexlogica	7/30/2018
ITS/CAB	CAB Agile CO#1	No cost time extension	9/20/2017	\$ -	Vivantech	10/30/2017
ISAB	Analytics Research	Contractor engaged	8/10/2017	\$ 250,000	Gartner	1/10/2018
RR/CC	VSAP Tally Project	Project completed	8/28/2107	\$ 895,000	Digital Foundry	2/28/2018
RR/CC	SPO Portal	Contractor engaged	8/10/2017	\$ 109,670	ShareSquared	2/10/2018
ITS/TSB	AT&T New Contract	Contractor engaged	7/13/2017	\$ 449,500	Gartner	7/31/2019
Fire	Time Collection RFP	Contractor engaged	9/11/2017	\$ 395,000	Gartner	9/30/2018
Library	IT Assessment	Contractor engaged	9/28/2017	\$ 175,000	Gartner	10/1/2018
ISD	CAB Agile Training	No cost deliverable change	9/11/2017	\$ -	Vivantech	12/31/2017
Third quarter 2017 executed WOs				\$ 3,269,170		

### Office of Strategic Sourcing ESMA Executed Project Status Summary

Dept	Projects Executed	Fourth Quarter 2017	Executed	WO Amount	Contractor	Term
ISD	CAB Agile CO#2	No cost time extension	12/26/2017	\$ -	Vivantech	3/31/2018
ISD/CAB	Data Lake CO#1	No cost deliverable change	11/22/2017	\$ -	EVT	12/26/2017
ISD/CAB	Data Lake CO#2	No cost deliverable change	12/18/2017	\$ -	EVT	6/30/2018
DHR	Project Mgt Training	Contractor engaged	12/27/2017	\$ 46,420	Cambria	7/31/2018
DHR	Career PathFinder Portal	Contractor engaged	10/23/2017	\$ 128,000	Vivantech	10/30/2018
ITS/CSB	DevOps OpenShift	Contractor engaged	12/20/2017	\$ 124,800	Vivantech	6/30/2018
DPH	Microsoft EMS	Contractor engaged	12/13/2017	\$ 149,995	Catapult	12/13/2017
ITS/CSB	ACI Implementation	Contractor engaged	10/4/2017	\$ 295,200	EVT	6/30/2018
Fourth quarter 2017 executed WOs				\$ 744,415		

Dept	Projects Executed	First Quarter 2018	Executed	WO Amount	Contractor	Term
RR/CC	VSAP Project CO#3	Amendment Executed.	2/15/2018	\$ 1,800,000	Gartner	6/20/2020
ISD/CSB	DC1 / Depts Migration	Amendment Executed.	3/29/2018	\$ -	Gartner	6/1/2018
DHR	SPO Portal	Amendment Executed.	2/13/2018	\$ -	ShareSquared	7/31/2018
RR/CC	VSAP Tally CO#1	Amendment Executed.	1/10/2018	\$ 2,800,000	Digital Foundry	6/30/2018
RR/CC	SharePoint CO#1	No cost time extension	2/1/2018	\$ -	ShareSquared	6/30/2018
DPR	SharePoint CO#1	No cost time extension	2/1/2018	\$ -	Nexlogica	9/30/2018
DHR	Project Mgt CO#1	Added consultants	12/27/2017	\$ -	Cambria	7/31/2018
ITS/CSB	DevOps OpenShift	Amendment Executed.	2/13/2018	\$ -	Vivantech	6/30/2018
DPSS	Adobe Intranet Portal	Contractor engaged	1/22/2018	\$ 196,902	Adobe	6/30/2018
DCFS	ERIS Portal	Contractor engaged	1/22/2018	\$ 125,000	IBM	3/31/2018
ITS/IDD	4 HA Websites	Contractor engaged	2/13/2018	\$ 355,520	Trinus	7/31/2018
DHR	Trusted Sys Certification	Contractor engaged	3/29/2018	\$ 268,880	Cambria	9/30/2018
DPSS	Documentum Meta-data	Contractor engaged	3/29/2018	\$ 98,700	Nexlogica	9/30/2018
ISD/CAB	Agile Methodology II	Contractor engaged	3/12/2018	\$ 298,000	Vivantech	12/31/2018
First quarter 2018 WOs executed				\$ 5,943,002		

Dept	Projects Executed	Second Quarter 2018	Executed	WO Amount	Contractor	Term
ISAB	DEMS Project	Contractor engaged	4/17/2018	\$ 485,000	Gartner	9/15/2018
Second quarter 2018 WOs executed				\$ 485,000		

**INTERNAL SERVICES DEPARTMENT  
MPSS FACT SHEET**

**OPS CLUSTER: 5/31/18**

**CONTACT: ISD- CHRISTIE CARR, 323-267-3101, [CCARR@ISD.LACOUNTY.GOV](mailto:CCARR@ISD.LACOUNTY.GOV)**

**BACKGROUND:**

ISD's Microsoft Premier Support Services Agreement (MPSS) is a sole source technology services contract.

MPSS's purpose is to provide departments with access to Microsoft technical support, best practices and recommendations for maximizing Microsoft technologies and assistance in planning for new business demands.

- Contract owner: MPSS was approved by your Board for the Chief Information Officer (CIO) on June 30, 2015 and transferred to ISD on March 20, 2017.
- Initial term: Five years, expiring on June 29, 2020. The RFSQ has 2 one-year option years.
- Delegated authority: MPSS has no delegated authority.
- Year one costs: MPSS itself has no year one costs. Departments utilizing it are responsible for encumbering funds from their departmental budgets to pay for the support services
- Type of work: MPSS provides access to internal Microsoft resources and technical support services. PSS requires access to Microsoft source code that only Microsoft can provide. MPSS's Statement of Services total for 2017 was \$2.9M.
- Ongoing Costs: MPSS has no ongoing agreement costs. Departments utilizing it are responsible for encumbering funds from their departmental budgets to pay for the consulting services.
- Ancillary project costs: There are no ancillary project costs such as ISD hosting etc.
- Contact: James Hall, Information Technology Consultant, 562.658.4611  
[jhall@isd.lacounty.gov](mailto:jhall@isd.lacounty.gov)

**SUMMARY:**

MPSS has a calendar year annual threshold of \$3M for the aggregate total of departmental statements of service that are funded from departmental budgets. The deployment of new Microsoft products within the County has resulted in increased MPSS activity. The request is to increase this annual threshold from the \$3M to \$6M. Departments continue to pay for their statements of service from their departmental budgets.

- The first quarter MPSS statements of service is estimated to total \$1M against the \$3M annual threshold.
- MPSS has a statement of service forecast by department valued of \$4.1M for the balance of 2018.
- The attached spreadsheet details the statements of service for the first quarter of 2018 and a forecast for the balance of 2018.

- ISD is also requesting approval to notify your Board when the annual threshold needs to be raised to avoid discontinuing executing statements of service until the agenda approval process has completed.

**REQUEST:**

Based on the MPSS activity during the first quarter of 2018, ISD is requesting approval for:

- Approve an increase to the annual dollar spending threshold for the MPSS Master Service Agreement by \$3 million to \$6 million for calendar year 2018.
- Remove the annual dollar spending threshold to \$6 million for calendar year 2019, and the aggregate amount by up to 10 percent, and in any year thereafter, for the remaining term of the MPSS.



SCOTT MINNIX  
Director

## County of Los Angeles INTERNAL SERVICES DEPARTMENT

1100 North Eastern Avenue  
Los Angeles, California 90063

Telephone: (323) 267-2101  
FAX: (323) 264-7135

*"Trusted Partner and Provider of Choice"*

June 19, 2018

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hall of Administration  
500 West Temple Street  
Los Angeles, California

Dear Supervisors:

### **REQUEST TO CHANGE THE ANNUAL AUTHORIZED SPENDING AMOUNT FOR THE MICROSOFT CORPORATION PREMIER SUPPORT SERVICES MASTER SERVICES AGREEMENT (ALL DISTRICTS – 3 VOTES)**

#### **SUBJECT**

Request for approval to increase the annual dollar spending threshold for the Microsoft Premier Support Services (MPSS) Master Services Agreement by \$3 million to \$6 million for calendar year 2018; and increase the dollar spending threshold to \$6 million for calendar year 2019, and the aggregate amount by up to 10 percent, and in any year thereafter, for the remaining term of the MPSS.

#### **IT IS RECOMMENDED THAT THE BOARD:**

1. Approve an increase to the annual dollar spending threshold for the MPSS Master Service Agreement by \$3 million to \$6 million for calendar year 2018.
2. Remove the annual dollar spending threshold to \$6 million for calendar year 2019, and the aggregate amount by up to 10 percent, and in any year thereafter, for the remaining term of the MPSS.

#### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

The maintenance/support that comes with commercial software licenses is limited to software updates, bug fixes, and software/security patches, all of which may be provided by third-party companies or resellers.

Microsoft is the sole provider for MPSS which includes internal Microsoft resources and highly technical advisory and support services. MPSS is developed in conjunction with Microsoft product groups, and contain Microsoft intellectual property that can only be provided by Microsoft. MPSS provides the County with access to technical planning and assessments customized for the County, third-tier product support from high-end engineering resources, and dedicated engineering support to assist in the County specific design and deployment of Microsoft products and technologies.

Departments use the MPSS Master Services Agreement for access to Microsoft resources and technical support services. Departments have processed 16 Statements of Services (SOS), the specific technical support services requested by departments through MPSS for a SOS, in calendar year 2017, for a total SOS value of \$3 million.

Recommendation number one increases in the dollar threshold based on the forecasted work under the MPSS for calendar year 2018, as noted in attached MPSS Forecast spreadsheet.

Recommendation number two increases the annual spending threshold to \$6 million and the aggregate amount by up to 10 percent for any additional or unforeseen services within the scope of the Master Services Agreement starting in calendar year 2019, and any year thereafter, for the remaining term of the Master Services Agreement .

For transparency and visibility, the Internal Services Department (ISD) will include MPSS expenditures with its quarterly report to your Board on ISD Master Agreement expenditures.

### **Implementation of Strategic Plan Goals**

The recommended action supports the County Strategic Plan – Goal III: Realize Tomorrow's Government Today, Strategy III.2, Embrace Digital Government for the Benefit of our Internal Customers and Communities: Ensure that each department maximizes the use of technology to raise awareness of available programs and services.

### **FISCAL IMPACT/FINANCING**

Expenditures under MPSS will vary from year to year based on the needs of ISD and County departments. Departments have the responsibility for ensuring they have adequate funding prior to requesting services under MPSS. Funding for projects under MPSS are included in the Fiscal Year 2017-18 adopted budget for ISD and County departments. Subsequent years' funding will be included in the departments' budget request for each annual term and any extensions. Expenditures over the term of the agreements in any given year will remain within each departments' budgeted appropriation for such services.

### **FACTS AND PROVISIONAL/LEGAL REQUIREMENTS**

Contractors will not be asked to perform services which exceed the amounts, scope of work and dates specified in each individual SOS. MPSS will expire on June 29, 2020.

### **CONTRACTING PROCESS**

Microsoft is the sole provider for the type of support services sought. MPSS can draw from a wide range of its internal Microsoft resources, including the actual software developers for the technologies/products upon which the County depends. Using their experience with other large Microsoft customers worldwide, MPSS can also be leveraged to provide insight into best practices and recommendations for realizing the most from the County's current investment in Microsoft technologies and assistance in planning for new business demands.

### **IMPACT ON CURRENT SERVICES (OR PROJECTS)**

Approval of the increase in annual dollar spending threshold will provide County departments with access to MPSS for the remainder of 2018. For further efficiencies, elimination of the annual authorized spending cap will allow County departments to join MPSS at any time during the calendar year.

MPSS provides unique technical services exclusively from Microsoft, for Microsoft technologies/products, which are used in mission and non-mission critical business systems throughout the County.

### **CONCLUSION**

The Executive Office of the Board, is requested to return one stamped adopted copy of the approved Board letter to ISD.

Respectfully submitted,

SCOTT MINNIX  
Director

SM:JS:CC:MN:ct

Attachment

c: Chief Executive Office



Honorable Board of Supervisors  
June 19, 2018  
Page 4

Executive Office, Board of Supervisors  
County Counsel

LA County Department	MS SOS Renewal Already Executed	MS SOS Renewal Awaiting Execution	Status	Running total against 2018 County CAP	Renewal Month in 2018
LA County DMH	\$135,000	N\A	Closed	\$135,000	Jan
LA County Probation	\$245,280	N\A	Closed	\$380,280	Jan
LA County DPH - PM Sch	\$299,945	N\A	Closed	\$680,225	Jan
LA County Fire	\$94,500	N\A	Closed	\$774,725	Feb
LA County DPH - Developers	\$253,300	N\A	Closed	\$1,028,025	Feb
LA County District Attorney	\$102,390	N\A	Closed	\$1,130,415	Feb
LA County Assessor	\$68,060	N\A	Closed	\$1,198,475	Mar
LA County Reginal ID Sys	\$175,888	N\A	Closed	\$1,374,363	April
LA County ISD MCD 2	\$222,839	N\A	Closed	\$1,597,202	April
LA County ISD MCD DSE	\$89,289	N\A	Closed	\$1,686,491	April
LA County ISD MCD 2.1	\$218,789	N\A	Closed	\$1,905,280	April
LA County ISD MCD 2.1 Add on	N\A	\$32,685	In Progress	\$1,937,965	April
LA County ISD ITSS 5	N\A	\$299,959	In Progress	\$2,237,924	April
LA County ISD ITSS 5 DSE	N\A	\$213,600	Drafting SOS	\$2,451,524	April
LA County ISD ITSS	N\A	\$85,420	Drafting SOS	\$2,536,944	April
LA County ISD ITSS DSE	N\A	\$155,400	Drafting SOS	\$2,692,344	April
LA County DPH Main Sch	N\A	\$684,147	In Progress	\$3,376,491	April
LA County DPH DSEs	N\A	\$339,825	In Progress	\$3,716,316	April
LA County DPH Additional DSE	N\A	\$251,137	Drafting SOS	\$3,967,453	April
LA County Care	N\A	\$330,439	In Progress	\$4,297,891	May
LA County DHS	N\A	\$258,693	In Progress	\$4,556,584	May
LA County RRCC	N\A	\$331,030	In Progress	\$4,887,614	June
LA County DPSS	N\A	\$314,718	In Progress	\$5,202,332	June
LA County DPW	N\A	\$173,943	In Progress	\$5,376,275	June
LA County BoS	N\A	\$146,976	In Progress	\$5,523,251	June
	\$1,905,280	\$3,617,971		\$5,523,251	

Each Microsoft (MS) Premier Support Services (PSS) Statement of Services (SOS) provides County departments the ability to contact MS for quick response for break/fix problem resolution for MS products. Each SOS contains a bucket of hours for Problem Resolution, for Management Support, and for Assistance Support. In addition to the 3 buckets of hours, the individual SOS includes a number of site visits by the MA Technical Account Manager for long term planning.

Department	Problem Resolution Hours	Management Support Hours	Assistance Support Hours	Product Support Hours	County's Installed Products	TAM Visits	Total Hours	Renewal
LA County ISD MCD 2.1 Add on	50	40	50			1	140	\$32,685
LA County ISD ITSS 5	500	500	286			12	1286	\$299,959
LA County ISD ITSS 5 DSE				800	365 Support		800	\$213,600
LA County ISD ITSS	93	220	50			12	363	\$85,420
LA County ISD ITSS DSE				600	Desktop Support		600	\$155,400
LA County DPH Main Sch	180	400	650			24	1230	\$684,147
LA County DPH DSEs		350	800	800	365, SQL, OCS, SCCM		1950	\$339,825
LA County DPH Additional DSE	1	150	320	400	Dynamics CRM		871	\$251,137
LA County Care	100	490	1029			12	1619	\$330,439
LA County DHS	50	250	520	200	SCCM Support	12	1020	\$258,693
LA County RRCC	30	268	388	500	SQL and SCCM	12	1198	\$331,030
LA County DPSS	90	350	600	200	SCCM Support	12	1252	\$314,718
LA County DPW	120	220	320			9	660	\$173,943
LA County BOS	70	203	282			12	555	\$146,976
	1284	3441	5295	3500		118	13544	\$3,617,971

Problem Resolution Hours defined as assistance for problems with specific symptoms encountered while using Microsoft products, where there is a reasonable expectation that the problem is caused by Microsoft products.

Management Support Hours defined as an assigned Microsoft resource for building and maintaining relationships with County's management and service delivery staff and to assist County to arrange each element of the Services to meet County's business requirements.

Assistance Support Hours defined as short-term advice and guidance for problems not covered with Problem Resolution Service as well as requests for consultative assistance for design, development and deployment issues.

Product Support Hours defined as support for specific Microsoft products with a focus on delivering engaged, hands-on preventative support.

TAM Visits defined as an assigned Microsoft resource for workshops to help County prevent problems, increase system availability and assist with creating products and solutions based on Microsoft technologies.



**JOSEPH KELLY**  
TREASURER AND TAX COLLECTOR

# COUNTY OF LOS ANGELES TREASURER AND TAX COLLECTOR

Kenneth Hahn Hall of Administration  
500 West Temple Street, Room 437, Los Angeles, California 90012  
Telephone: (213) 974-2101 Fax: (213) 626-1812  
ttc.lacounty.gov and lacountypropertytax.com

Board of Supervisors  
**HILDA L. SOLIS**  
First District  
**MARK RIDLEY-THOMAS**  
Second District  
**SHEILA KUEHL**  
Third District  
**JANICE HAHN**  
Fourth District  
**KATHRYN BARGER**  
Fifth District

## OPERATIONS CLUSTER FACT SHEET

### TREASURER AND TAX COLLECTOR RECOMMENDATION TO APPROVE MASTER AGREEMENT FOR MUNICIPAL ADVISORY SERVICES

Ops Cluster Date: 5/31/18  
Board of Supervisors Date: 6/19/18

RECOMMENDATION:	To delegate authority to the Treasurer and Tax Collector to execute Master Agreements with qualified firms for the provision of Municipal Advisory Services.
BACKGROUND:	The Department of Treasurer and Tax Collector (TTC) issued Request for Statement of Qualifications (RFSQ) on March 9, 2018, for the provision of Municipal Advisory Services. The intent of the RFSQ was to establish a Municipal Advisory Pool (Pool) of firms to provide Municipal Advisory Services for the County. The TTC created the Pool in 1995 to assist in evaluating financial proposals, debt structures, and debt management relating to the County's debt management program by utilizing the services of independent financial advisory firms. The use of the Pool has served the County well by providing independent financial analysis, validation of debt structures, and an augmentation of technical expertise.
RECOMMENDED FIRMS:	Columbia Capital Management, LLC; CSG Advisors, Inc.; Fieldman, Rolapp & Associates, Inc.; KNN Public Finance, LLC; Montague, De Rose and Associates, LLC; Omnicap Group, LLC; PFM Financial Advisory LLC; and Public Resources Advisory Group, Inc.
TERM:	The Master Agreement term is for three years with optional three one-year extensions.
FISCAL IMPACT:	Municipal Advisory Service costs of \$375,000 are included in the TTC's budget for FY 2018-19.
CURRENT PROVIDERS:	KNN Public Finance, LLC; Montague, De Rose and Associates, LLC; and Public Resources Advisory Group, Inc. Existing Master Agreements expire on July 15, 2018.
DEPARTMENTAL REPRESENTATIVE:	Keith Knox Chief Deputy Treasurer and Tax Collector



**JOSEPH KELLY**  
TREASURER AND TAX COLLECTOR

## COUNTY OF LOS ANGELES TREASURER AND TAX COLLECTOR

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Board of Supervisors  
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Fourth District  
**KATHRYN BARGER**  
Fifth District

June 19, 2018

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, CA 90012

Dear Supervisors:

### **TREASURER AND TAX COLLECTOR RECOMMENDATION TO APPROVE MASTER AGREEMENT FOR MUNICIPAL ADVISORY SERVICES (ALL DISTRICTS - 3 VOTES)**

#### **SUBJECT**

The recommended action is to delegate authority to the Treasurer and Tax Collector to execute Master Agreements with eight firms for the provision of Municipal Advisory Services.

#### **IT IS RECOMMENDED THAT YOUR BOARD:**

1. Approve the attached Master Agreement (See Exhibit I) in substantially similar form for the Municipal Advisory Services Pool, and delegate authority to the Treasurer and Tax Collector to execute such Master Agreements with Columbia Capital Management, LLC (Columbia), CSG Advisors, Inc. (CSG), Fieldman, Rolapp & Associates, Inc. (Fieldman), KNN Public Finance, LLC (KNN), Montague, De Rose and Associates, LLC (Montague), Omnicap Group, LLC (Omnicap), PFM Financial Advisory LLC (PFM), and Public Resources Advisory Group, Inc. (PRAG), which shall collectively comprise the County of Los Angeles (County) Municipal Advisory Services Pool (Pool) commencing on July 16, 2018, or upon the date of Board of Supervisor's (Board) approval, whichever is later, for a three-year term, with an annual Master Agreement amount not to exceed \$375,000 adjusted annually as needed under the delegated authority requested in Recommendation Number 5.
2. Delegate authority to the Treasurer and Tax Collector, or his designee, to execute additional Master Agreements with additional qualified firms that submit a Statement of Qualification (SOQ), which meets all the requirements as outlined in the Request for Statement of Qualifications (RFSQ), subject to review and approval by County Counsel, and notification to your Board and the Chief Executive Office (CEO).

3. Delegate authority to the Treasurer and Tax Collector, or his designee, to execute amendments to the Master Agreement to: (1) exercise the three optional one-year extensions, and (2) add, delete, and/or revise certain terms and conditions as required under federal or state law or regulation, policies of the County, Board, and/or CEO, which are not part of the Statement of Work (SOW).
4. Delegate authority to the Treasurer and Tax Collector, or his designee, to modify the terms that affect the SOW, but do not materially alter the Master Agreement, as required by the Board or CEO, provided the Department of Treasurer and Tax Collector (TTC) obtains County Counsel's approval prior to the execution of such amendments and/or change notices.
5. Delegate authority to the Treasurer and Tax Collector, or his designee, to execute amendments increasing the annual Master Agreement amount up to an additional 15% based on an increase in assignments and/or special projects, provided the TTC obtains County Counsel's approval prior to the execution of such amendments.
6. Delegate authority to the Treasurer and Tax Collector, or his designee, to execute applicable Master Agreement amendments in the event an entity acquires the original contracting entity, the original contracting entity merges, or otherwise undergoes a corporate action.

#### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

The TTC created the Pool in 1995 to assist in evaluating financial proposals, debt structures, and debt management relating to the County's debt management program by utilizing the services of independent financial advisory firms.

During the course of a year, the TTC receives numerous proposals recommending a variety of borrowing options. While many of these may provide benefits to the County's debt management program, they often involve significant risks as well. The use of the Pool has served the County well by providing independent financial analysis, validation of debt structures, and an augmentation of technical expertise. Additionally, other County Departments, such as the CEO, Internal Services Department, and Parks and Recreation, have accessed these services in the past for program specific purposes.

On January 16, 2018, your Board delegated authority to the Treasurer and Tax Collector to execute Sole Source Master Agreements with KNN, Montague, and PRAG for a term through July 15, 2018.

#### **Implementation of Strategic Plan Goals**

The approval of this Master Agreement is consistent with the County Strategic Plan Strategy III.3 - Pursue Operational Effectiveness, Fiscal Responsibility, and Accountability.

### **FISCAL IMPACT/FINANCING**

Municipal Advisory Service costs of \$375,000 are included in the Department's budget for Fiscal Year 2018-19.

### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

Pursuant to California Government Code Section 31000, your Board is authorized to contract for special services. The recommended Master Agreement contains your Board's required provisions, including the requirement for the firm to notify and assist its employees with the Federal Earned Income Tax Credit application process; the consideration of qualified GAIN/GROW participants for employment openings; compliance with the Jury Service Program; Safely Surrendered Baby Law; notification to the County when the Master Agreement is within six months from the expiration of its term; and compliance with the Defaulted Property Tax Reduction Program.

The TTC will use the firms in the Pool on an as-needed basis, matching the specific needs of the County with the best combination of skills and experience of the firms. There is no impact to County employees as these services supplement current resources and are intermittent in nature.

The Master Agreement expressly provides that the County does not have an obligation to pay Columbia, CSG, Fieldman, KNN, Montague, Omnicap, PFM, and PRAG for expenditures that exceed the maximum Master Agreement sum. Additionally, the Master Agreement contains performance standards, including liquidated damages for substandard and/or non-performance.

### **CONTRACTING PROCESS**

On March 9, 2018, the TTC released the RFSQ for the provision of Municipal Advisory Services and posted the solicitation and contracting opportunity announcement under the following Commodity Code on the County's "Doing Business with Us" website (Attachment A): Financial Advisory Services.

This Commodity Code consisted of approximately 560 registered firms. The TTC also posted the RFSQ on the TTC's website. As an extended outreach effort to investment management professionals and associations focused on expanding diversity in financial services, we emailed the RFSQ to an additional 22 recipients that were not registered on the County's bid website at the time of the RFSQ's release. This included professional associations focused on increasing the representation of women, LGBT and minorities in financial services.

The RFSQ is an open continuous solicitation. The solicitation will remain open until such time that the number of firms in the Pool is sufficient to meet the needs of the County.

The initial SOQ submission due date was March 30, 2018. The TTC received eight proposals by the due date from: Columbia, CSG, Fieldman, KNN, Montague, Omnicap, PFM, and PRAG. All eight proposals were missing certain information; consequently, the TTC issued Supplemental Data Requests for this information and the eight firms complied by providing the requested information by April 13, 2018. Thereafter, an Evaluation Committee comprised of staff from the TTC's Finance and Investment Branch and TTC's Banking Operations Branch evaluated the SOQs.

During the SOQ evaluation process, staff noted that the RFSQ included a net capitalization of \$50,000 for each proposer as a minimum qualification. However, the Securities and Exchange Commission and the Municipal Securities Rulemaking Board, which regulate the activities of municipal financial advisors, do not impose any net capitalization requirements for such advisors. Staff determined the net capitalization requirements was likely carried forward from a previous RFSQ in error. Consequently, the TTC issued an Addendum to the RFSQ removing this minimum qualification.

The County Counsel has approved the Master Agreement, as to form.

The TTC has evaluated and determined that the recommended Master Agreement is exempt from Proposition A (County Code Chapter 2.121) and that the Living Wage Program (County Code Chapter 2.201) does not apply.

A summary of the Community Business Enterprise Program Statistical Information for the recommended firms is included (Attachment C). On final analysis and consideration of award, the TTC selected the firms without regard to race/ethnicity, color, religion, sex, national origin, age, sexual orientation, or disability.

#### **IMPACT ON CURRENT SERVICES**

The approval of the recommended attached Master Agreement will enable the County to utilize the Municipal Advisory Services of the recommended firms.

Respectfully submitted,

JOSEPH KELLY  
Treasurer and Tax Collector

JK:KK:AC:NK:  
SE:jm

Attachments (4)



c: Chief Executive Officer  
Acting Executive Officer, Board of Supervisors  
County Counsel

DRAFT

**COMMUNITY BUSINESS ENTERPRISE PROGRAM STATISTICAL INFORMATION**

FIRM/ORGANIZATION INFORMATION AS PROVIDED BY PROPOSER  
**MUNICIPAL ADVISORY SERVICES**

The following information was gathered for statistical purposes only. On final analysis and consideration of award, contractor was selected without regard to race/ethnicity, color, religion, sex, national origin, age, sexual orientation, or disability.

FIRM INFORMATION	Columbia Capital Management LLC		CSG Advisors Incorporated		Fieldmahn, Rolapp & Associates Inc.		KNN Public Finance LLC		Montague, DeRose & Associates LLC		Omnicap Group LLC		PFM Financial Advisors LLC		Public Resources Advisory Group	
CULTURAL/ETHNIC COMPOSITION	% of Ownership	No.	% of Ownership	No.	% of Ownership	No.	% of Ownership	No.	% of Ownership	No.	% of Ownership	No.	% of Ownership	No.	% of Ownership	No.
<b>OWNERS/ PARTNERS:</b>																
Black/African American		0	18.25%	1	0.03%	0		0		0		0	4.00%	2		0
Hispanic/Latino		0		0	0.34%	0		0	29.00%	1		0	4.00%	2		0
Asian or Pacific Islander		0		0	0.13%	0	5.00%	1		0		0		0	30.00%	4
American Indian		0		0		0		0		0		0		0		0
Filipino		0		0		0		0		0		0		0		0
White	100.00%	3	81.75%	5	99.50%	4	95.00%	5	71.00%	2	100.00%	2	90.00%	50	70.00%	9
Other		0		0		0		0		0		0	2.00%	1		0
Women (included above)	33.00%	1	10.47%	1	10.41%	1	20.00%	1	0.00%	0	0.00%	0	30.00%	16	46.00%	6
<b>MANAGERS:</b>																
Black/African American		0		0		0		0		0		2		11		0
Hispanic/Latino		0		0		0		0		0		0		10		1
Asian or Pacific Islander		0		1		0		1		2		0		10		0
American Indian		0		0		0		0		0		0		0		0
Filipino		0		0		0		0		0		0		0		1
White		5		2		2		6		2		0		105		4
Other		0		0		0		0		0		0		0		0
Women (included above)		0		1		0		1		2		1		47		4
<b>STAFF:</b>																
Black/African American		1		1		0		2		0		1		25		6
Hispanic/Latino		0		0		3		0		0		3		7		2
Asian or Pacific Islander		0		2		1		1		2		0		19		2
Filipino		0		0		2		0		0		0		0		0
White		1		4		7		4		6		3		115		7
Other		0		0		0		0		0		0		7		0
Women (included above)		2		3		7		5		6		3		94		12
<b>TOTAL NUMBER OF EMPLOYEES</b>		10		16		19		20		15		11		364		36
<b>BUSINESS STRUCTURE</b>	Limited Liability Company		Corporation		Corporation		Limited Liability Company		Limited Liability Company		Limited Liability Company		Limited Liability Company		Corporation	
Certified as Minority, Woman, Disadvantaged or Disabled Veteran Business Enterprise?	NO		NO		NO		NO		NO		NO		NO		NO	



Los Angeles County  
Department of Regional Planning

*Planning for the Challenges Ahead*



Amy J. Bodek, AICP  
Director

June 19, 2018

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, California 90012

**DRAFT**

Dear Supervisors:

**AMEND AGREEMENT NO. 78227  
FOR THE ELECTRONIC PERMITTING AND INSPECTIONS  
COUNTY OF LOS ANGELES SYSTEM  
(ALL SUPERVISORIAL DISTRICTS) (3-VOTES)**

**SUBJECT**

Joint recommendation by the Department of Regional Planning (DRP) and the Consolidated Fire Protection District of Los Angeles County (Fire District) that the Board of Supervisors (Board) approve Amendment No. 4 (Amendment) to the Electronic Permitting and Inspections County of Los Angeles System (EPIC-LA) Agreement No. 78227 (Agreement) with Tyler Technologies, Inc. (Contractor), to increase the contract amount to expand the County's software license to accommodate the Fire District.

**JOINT RECOMMENDATION WITH THE FIRE CHIEF THAT YOUR BOARD:**

1. Find that the attached Amendment is exempt from the California Environmental Quality Act (CEQA), pursuant to Section 15378 (b) (4) of the CEQA Guidelines.
2. Approve and instruct the Chair to execute the attached Amendment to the Agreement to expand the use of EPIC-LA and to incorporate workflows from the Fire District and increase the Maximum Contract Sum (MCS) by \$2,732,756 from \$11,559,509 to \$14,292,265, including a 10 percent contingency (\$88,924) for unforeseen additional work within the scope of this Amendment, and extend the Agreement for an additional 2 years, with up to two 1-year renewal options.
3. Delegate authority to the Director of Regional Planning (Director), or her designee, to approve and execute Amendments or Change Notices to incorporate changes to the Agreement within the scope-of-work and the MCS of \$14,292,265.

4. Delegate authority to the Director, or designee, to terminate the Agreement if, in the opinion of the Director, it is in the best interest of the County.

**PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

Land development is the foundation of economic viability in Los Angeles County and directly affects housing supply. Applications for land entitlements need to satisfy various state and local regulations administered by different County departments such as DRP, Public Works (DPW), Parks and Recreation (DPR), Fire District (Forester/Fire Warden) and others. Prior to EPIC-LA, the departments utilized different tracking systems to manage their review of the same project, which made coordination between departments difficult resulting in costly delays for project approval.

In 2014, the Board approved the original Agreement to assist DRP in the implementation of the EPIC-LA system, which supports a comprehensive approach to land entitlement, inspections, and code enforcement. In 2015, the County retained an independent third-party consultant-Gartner-to assess EPIC-LA to ensure that it is the appropriate technology to support other County departments that are involved in the land entitlement process. Gartner's report supported the amendments to the Agreement to expand EPIC-LA to DPW in 2015, DPR in 2017, and supported the Fire District, as proposed in this Amendment, providing a seamless and cost-effective process for the benefit of our customers and communities.

The Agreement and its Amendments are summarized below:

Agreement	Dept. Added	MCS	Increased Amount
Original	DRP	\$2,335,308	-
Amendment No.1 (Minor Clarification)	N/A	\$2,335,308	\$0
Amendment No.2	DPW	\$11,268,109	\$8,932,801
Amendment No.3	DPR	\$11,559,509	\$294,400
Amendment No.4 (Proposed)	Fire District	\$14,292,265	\$2,732,756

The timeline of EPIC-LA implementations is shown in Attachment I.

The Fire District's current tracking system "eDAPTs" was sunset at the beginning of 2018 and thus no longer receives new patches or updates to support its operating system and hardware changes. While having to rely on temporary repairs, the Fire District's ability to fully participate in the review of the County's land entitlement applications has been impacted. This proposed Amendment will expand EPIC-LA to include the Fire District's workflows with a target go-live date in 2019.

### **Implementation of Strategic Plan Goals**

The recommended action supports the County's 2016-2021 Strategic Plan Goal III Realize Tomorrow's Government Today, Strategy III.2 Embrace Digital Government for the Benefit of Our Internal Customers and Communities, and Strategy III.3 Pursue Operational Effectiveness, Fiscal Responsibility, and Accountability. This action integrates the Fire District's workflows into EPIC-LA to establish a seamless land entitlement and permitting process for the benefit of our customers and communities.

### **FISCAL IMPACT/FINANCING**

This Amendment will increase the MCS of the Agreement to \$14,292,265 as indicated in the cost breakdown as follows:

Dept.	One-Time Cost	Ongoing Cost	Pool Dollar	Total
DRP	\$1,449,009	\$1,431,139	\$212,300	\$3,092,448
DPW	\$6,143,971	\$2,615,281	\$781,972	\$9,541,224
DPR	\$243,276	\$37,766	\$26,491	\$307,533
Fire District	\$889,242	\$372,894	\$88,924	\$1,351,060
Total	\$8,725,498	\$4,457,080	\$1,109,687	\$14,292,265

The costs of EPIC-LA for DRP and DPR are funded by Net County Cost, while DPW and the Fire District fully fund it with building permit revenue and fire prevention fees respectively.

EPIC-LA is hosted on an Internal Services Department (ISD) server system. The full server system cost is estimated to be \$373,190 per year and is shared by all user Departments based on the number of licenses each Department holds. The Fire District's share will be about \$25,302 per year.

### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

The initial Agreement provided a two-year term beginning June 24, 2014, and ending June 23, 2016, with two one-year renewal options. Amendment No. 2 was approved on August 4, 2015 to provide a 2-year base contract term extension ending June 23, 2018, with two 1-year extensions thereafter. Amendment No. 3 became effective on November 22, 2016. Amendment No. 4 (Attachment II) will extend the base contract term to June 23, 2020, with two 1-year extensions thereafter, and will become effective upon the date of execution by all parties.

The Amendment is consistent with all applicable Board mandated provisions, including those pertaining to hiring qualified County employees targeted for layoffs, contractor responsibility and debarment, Child Support program, GAIN/GROW participants, Safely Surrendered Baby Law, and the provisions of Paid Jury Service time for Contractor employees.

CEO Risk Management and County Counsel have reviewed the Amendment and determined that the provisions do not increase the County's risk exposure nor reduce the Contractor's performance obligations under this Agreement. County Counsel has approved the proposed Amendment as to form.

CIO has reviewed this request and recommends approval. The CIO Analysis is attached (Attachment III).

### **ENVIRONMENTAL DOCUMENTATION**

The services provided through this Agreement and its Amendments will not have an effect on the environment and, therefore, this Amendment is exempt from California Environmental Quality Act (CEQA), pursuant to Section 15378 (b) (4) of the CEQA Guidelines.

### **IMPACT ON CURRENT SERVICES (OR PROJECTS)**

Approval of the proposed Amendment for EPIC-LA will enhance our customers' experience by providing a more streamlined and transparent land entitlement application process. The Contractor is dedicating additional resources to assist the Fire District and there will be no negative impact to the DRP, DPW, or DPR projects.

### **CONCLUSION**

Upon approval of this Amendment, the Fire District will be able to move forward with its implementation of and integration into EPIC-LA, which will greatly enhance the County's land entitlement process by providing an improved customer experience, reducing costs, and promoting greater government accountability and transparency.

Respectfully submitted,

Amy J. Bodek, AICP  
Director

Daryl L. Osby  
Chief, Forester & Fire Warden

Reviewed by:

William Kehoe  
Chief Information Officer

AJB:JH:HC:ia

Attachments

c:     Executive Office, Board of Supervisors  
       Board Deputies  
       Chief Executive Office (Christine Frias)  
       Chief Information Office (Eric Sasaki)  
       County Counsel  
       Parks and Recreation  
       Public Health  
       Public Works

S\_IFS\_06192018\_BL\_EPICLA NO4



